Troubleshooting, Tips, and Extra Features

Version 1.2

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Contents

What is PC/GEOS?

PC/GEOS™ is the operating system technology behind GeoWorks Ensemble™. It's what gives all the GeoWorks Ensemble applications a similar graphical look and feel.

We expect to continually expand and improve PC/GEOS to meet the needs of our customers. *So send in your registration card—that way we can keep you informed about future updates.*

General Troubleshooting

We've tested GeoWorks Ensemble thoroughly prior to its public release, so we don't expect you to have any problems using the software. But, given the software's complexity, and the enormous variety of hardware and software that people own, we obviously can't guarantee that you won't encounter any problems.

Use this section to diagnose and solve problems you may encounter installing or using GeoWorks Ensemble. The cases described in this section account for about 80 percent of the cases that our Customer Service department receives, so the odds are pretty good you'll find your answer here.

When you install GeoWorks Ensemble, a file called GEOHELP.EXE is also added to the directory in which you install the software. Use GeoHelp to diagnose and fix problems you may encounter when using Setup.

■ Using GeoHelp

GeoHelp is specifically designed to help you with installation problems—it's not a GeoWorks Ensemble program, so you can use it even if GeoWorks Ensemble isn't running on your system.

To start the GeoHelp program...

1. Install as much of GeoWorks Ensemble as you can.

2. At the DOS prompt type:

```
c:

cd \geoworks

geohelp
```

(If you have installed GeoWorks Ensemble in a directory other than C:\GEOWORKS, substitute the appropriate drive and directory in these commands.)

■ It Won't Run on My System!

Should you encounter a problem, the first and most important rule is: *don't panic!* Most of the time, you'll be able to find a solution quickly. Note the problem's symptoms and the conditions under which it occurred, and then check this section for possible solutions.

The Usual Suspects

Some hardware and software products need special treatment to work with GeoWorks Ensemble. Before reading on, check the "Known Conflicts" section at the end of this guide.

The Keyboard Locks Up as You Finish Setup

If your screen displays the message

```
GeoWorks Ensemble is now loaded on your hard disk
```

and your system seems to be frozen, then GeoWorks Ensemble is running but can't understand your keyboard. Try flipping the PC/AT switch on the back of your keyboard to the other setting (if your keyboard has one), or try exchanging keyboards with another machine.

Also, if your computer has a turbo switch, try setting the switch to a slower speed.

The Screen Goes Crazy (or Blank)

If your screen goes awry, GeoWorks Ensemble may actually be running, but a video problem could be preventing you from seeing it. If you get a blank or illegible screen, press the F3 key a few times (when PC/GEOS is running, F3 means Exit). If you return to the DOS prompt, then you know you've got a video problem. Turn to "Video Problems."

Extended and Expanded Memory

If you have extended or expanded memory (any RAM beyond 640K) and are having problems running PC/GEOS, try starting PC/GEOS by typing

```
geos/nomem
```

at the DOS prompt. You must type "nomem" in lowercase letters.

The /nomem parameter instructs PC/GEOS to ignore any extended or expanded memory in your system. If using /nomem solves your problem, it was probably caused by a Terminate-and-Stay-Resident program (TSR) that uses your expanded or extended memory. The major culprits include RAM disks, disk caches, and memory managers.

TSRs (see "Unhappy Neighbors—Living With TSRs") are loaded at startup by instructions in your CONFIG.SYS and AUTOEXEC.BAT files. If a TSR is causing the conflict, you may want to eliminate those instructions from your CONFIG.SYS and AUTOEXEC.BAT files. See "An Easy Way to Check for TSR Conflicts."

If you would like to just leave things the way they are, you can make the nomem setting permanent. Realize that if you do this, PC/GEOS won't utilize the expanded and extended memory of your computer.

To make the nomem setting permanent...

1. Open the Preferences desk tool.

2. Choose Computer.

3. Select None for Extra Memory Type.

Setting the nomem parameter will not affect your other programs or their use of higher memory.

Unhappy Neighbors—Living With TSRs

When you power up your computer DOS looks for two files, CONFIG.SYS and AUTOEXEC.BAT. DOS then follows instructions in these files to load programs such as memory managers and mouse drivers into memory. Since many of these programs remain in memory while applications are running, they're called Terminate-and-Stay-Resident or TSR programs.

You shouldn't need any of these TSRs to run GeoWorks Ensemble, which has its own mouse drivers and memory managers. Occasionally, TSRs can affect the operation of GeoWorks Ensemble in unpredictable ways and even cause it to stop working altogether.

One way to see if TSRs are behind your problem is to remove all TSR-related commands in your CONFIG.SYS and AUTOEXEC.BAT files and see if your problem goes away. Then you can be reasonably certain that a TSR was to blame. If you want to be sure a TSR is to blame without having to edit your CONFIG.SYS or AUTOEXEC.BAT files, see "An Easy Way to Check for TSR Conflicts."

■ An Easy Way to Check for TSR Conflicts

Here's an easy way to create a special startup disk that you can use to make sure no TSRs load into memory. The beauty of this method is that it makes no changes to your hard disk.

This procedure is also automated in GeoHelp. Flip to "Using GeoHelp" at the beginning of the "General Troubleshooting" section, or follow these steps to do the procedure yourself:

1. Put a blank disk in drive A and format it as a DOS system disk by typing

   ```
   format a: /s
   ```

   at the DOS prompt.

2. After the format is complete, restart your machine with this newly formatted disk in drive A. Your computer ignores the commands in your normal CONFIG.SYS and AUTOEXEC.BAT files altogether.

3. Run SETUP by typing these commands

   ```
   c:
   cd\geoworks
   setup
   ```

   at the DOS prompt.

4. Setup will make the necessary modifications to the CONFIG.SYS file on the floppy disk and ask you to reboot. Do so, with the floppy disk still in drive A, and then start GeoWorks Ensemble by typing:

   ```
   c:
   cd\geoworks
   geos
   ```

If GeoWorks Ensemble now runs correctly, something in the CONFIG.SYS or AUTOEXEC.BAT file on your hard disk was probably causing the problem. You need to do some trial-and-error testing—adding and removing lines to and from these files—to isolate the problem. If you do isolate a conflict, please write our Customer Service department—we're keeping track of all the conflicts we hear about.

■ It Won't Print (or It Won't Print Right)!

You can install a printer at any time using GeoWorks Ensemble's Preferences desk tool. If you want to skip printer installation during Setup, just select None for your printer choice.

Our #1 Printer Troubleshooting Hint

If you have trouble printing...

1. Open the Preferences desk tool (in the Professional Workspace).

2. Select Computer.

3. Select DOS on the parallel port you are using to print (typically LPT1).

Setting the port to DOS tells GeoWorks Ensemble to use a method of printing similar to that used by MS-DOS. This method is slightly slower

than the normal GeoWorks Ensemble method, but should fix many printing problems.

Try Changing Your Printer Type in Preferences

If your printer doesn't appear on GeoWorks Ensemble's list of printers, check the printer's documentation—maybe your printer emulates (mimics) some other brand. If the documentation doesn't yield any useful information, try running through some of the printers shown when you click Printer in the Preferences desk tool. Select the printer in the list and click Test. If the new setting works, use it.

Try these printers in particular:

- Epson MX-80
- Epson RX-80
- Epson FX-80
- Epson LQ-500
- Epson LQ-850
- IBM Proprinter
- IBM Proprinter X24
- C. Itoh 8510
- NEC P6
- Okidata 92
- Star Gemini 10
- Toshiba P351
- HP DeskJet
- HP QuietJet
- HP LaserJet (1 MB of memory)
- HP LaserJet (512K of memory)
- Canon LBP-4 (1.5 MB of memory)
- Canon BJ-130

Distorted Printouts

If your printout looks distorted, your printer may be set up for an unusual graphics mode. Try going through other printer choices listed above. Again, if it works, use it.

Unsupported Printers

GeoWorks Ensemble doesn't support printing on:

- The HP ThinkJet (you can print with an HP ThinkJet using the HP QuietJet driver in low quality mode only).

- Any daisy-wheel printers.

Color Printing

There are PostScript color printer drivers in this release of GeoWorks Ensemble, but no dot-matrix color printer drivers.

Laser Printers With 512K of Memory

A full page of high-resolution graphics requires 1 megabyte of printer memory. If your laser printer has only 512K, PC/GEOS may sometimes get a "Memory full" error from the printer, which PC/GEOS will probably report as "Paper empty." The printer may then print an incomplete page. Try to leave more empty space on the page, or print in medium quality mode.

Printing Seems to Be Awfully Slow

There are two or three levels of quality depending on your printer. A good rule of thumb is "The better the print quality, the longer it takes to print." Try setting the Print Quality to Low when printing draft copies, and then changing it to High for the final copy. Also, if different fonts aren't important, use the Text Only setting, which will use the printer's built-in fonts to print your document much faster.

PostScript Printers That Don't Print

When you print to a PostScript printer, GeoWorks Ensemble first tries to match fonts in your document with resident printer fonts (fonts that are built in to your printer). If there are fonts in your document for which there are no resident printer fonts, GeoWorks Ensemble must download these fonts to your printer. This process, if you've used a lot of different fonts, can take up all of your printer's memory. In fact, if you run out of printer memory, the page simply won't print.

If you have this problem, you can do several things:

- Try to use fewer fonts in your document.

- Try to use resident printer fonts—See "Fonts" in the "Q&A" section where you'll find a handy table that shows you GeoWorks Ensemble fonts and their PostScript equivalents.

- If neither of these work, you may need to add memory to your printer.

Documents Print Strangely in Text Only Mode

Text Only print mode uses the printer's built-in *fixed width* font (all characters are the same width). If you use a *proportional width* font (different characters are different widths, such as Roman or Sans) in your document and then print using a fixed width font on your printer, the lines will usually get longer. This can cause characters to disappear, or lines to be spaced erratically.

To get a better idea of how your document will look on the printer, try using a fixed width font in your document, such as 12-point URW Mono.

Documents Get Cut Off at the Bottom

GeoWorks Ensemble assumes your printer can print within a quarter inch of the edge of the page. Some printers are more restrictive (the HP DeskJet, for instance) and require a half inch of blank paper at the edge of the page. Use narrower margin settings or draw your objects farther in from the edge of the page.

Your Tractor Feed Printer Continually Spits Out Paper

Your printer may be set for single sheets. When it finishes printing it tries to eject the sheet of paper, but since the paper is continuous, it keeps form-feeding and spewing paper out, looking for the bottom of a bottomless sheet.

Look for a lever or switch on the printer that changes the printer from continuous form to separate sheet paper. For example, on the Seikosha SL-90, where this problem was first reported, this is a small white lever above the platen knob.

Your Canon BJ-10e Keeps Asking for Paper

If you have a Canon BJ-10e without a sheet feeder and you get an "Out of paper" or "Printer not responding" message after you print, try turning on the Autosheet Feeder option (even though you don't have a sheet feeder). See your BJ-10e manual to see how to turn on this feature.

Network Printers

To print to a network printer, set your printer port to DOS. See "Our #1 Printer Troubleshooting Hint" at the beginning of this section.

Printing to Envelopes and Odd Sizes of Paper

GeoWorks Ensemble applications, such as GeoWrite and GeoDraw, allow you to select a document size through the Page Setup command under the File menu. For consistent results, you should also change *paper size* when you print by clicking Change Options in the Print dialog box.

If the selected document size and paper size don't match, GeoWorks Ensemble will try to find a logical way of fitting the document on the selected paper size. That is, it will tile a large document to fit on several smaller pieces of paper, or it will center a small document on a large piece of paper.

■ Video Problems

You can run GeoWorks Ensemble on a system with Hercules, CGA, EGA, MCGA, VGA, and selected 800x600 Super VGA graphics capabilities. The Setup utility will ordinarily select the highest mode it thinks your hardware can handle, unless you have Super VGA. If you have Super VGA, Setup will select regular VGA mode—you should then manually select Super VGA mode.

If You Can't See What's Going On

If your screen is blank or illegible in the mode Setup has selected for your system, try setting it up in a lower resolution mode. (You can always move up later, but this way you can at least read your screen.) Most higher resolution systems will support CGA, so force GeoWorks Ensemble into CGA mode by typing

```
setup cga
```

at the DOS prompt in the directory where you installed GeoWorks Ensemble. Incidentally, you can also type SETUP EGA, VGA, MCGA, or HGC (for Hercules).

Change to Graphics Mode

A few systems have to be switched to graphics mode from the keyboard before they'll run GeoWorks Ensemble. If you start GeoWorks Ensemble and get a blank screen, try typing either of these commands

`mode co80` (changes to 80-column mode on some systems)

or

`mode mono` (changes to monochrome graphics mode on some systems)

at the DOS prompt before you start GeoWorks Ensemble.

Other Ways of Changing Your Video Setup

Once you are running GeoWorks Ensemble, you can change your video selection in Preferences. Or you can change it directly from DOS by typing

`setup newvideo`

at the DOS prompt in the directory where you installed GeoWorks Ensemble.

If You Were Expecting Color but Got Black and White

If you're using a CGA- or MCGA-type video adapter, GeoWorks Ensemble will appear only in black and white. Both CGA and MCGA offer monochrome resolution of 640x200 lines and 640x480 respectively, but in color their resolutions both drop to 320x200 lines, too low for GeoWorks Ensemble's graphics.

■ Mouse

If your mouse pointer freezes, disappears, jiggles, or just acts strangely, try changing your mouse selection to "Nothing Else Works." You can change the mouse selection with the Preferences desk tool. You can also change it directly from DOS by typing

`setup newmouse`

in the directory where you have installed GeoWorks Ensemble. Make sure that you install the driver software that came with your mouse before changing the mouse selection. Check the manual that came with your mouse for instructions on installing the driver software.

Q&A

If you have a question about a specific GeoWorks Ensemble application, and your answer isn't in the User's Guide or Ensemble 1.2 Addendum Guide, you'll most likely find your answer here.

■ Time and Date

Why aren't the time and date in GeoWorks Ensemble correct?

GeoWorks Ensemble does not have a built-in clock, but rather gets its time and date from the DOS Time and Date functions. You can change the DOS time and date by exiting GeoWorks Ensemble and typing the commands

    date

and

    time

at the DOS prompt.

■ The Software Appliances

In the Banner appliance, can I give just one word a special effect?

No. Fonts and special effects apply to the entire banner.

Why isn't the banner perfectly centered?

This happens when characters sweep outside their normal space. Just add a blank space on the uneven side.

■ Preferences Desk Tool

My computer has a COM3 port, but I cannot select it in either the Preferences desk tool or GeoComm™. Why do they act as if the port does not exist?

COM3 and COM4 are "non-standard" extensions to the IBM PC architecture. GeoWorks Ensemble cannot automatically detect the presence of a COM3 or a COM4 on most machines. To make use of the port, you must turn it on from the Computer section of the Preferences desk tool.

I've got my mouse on COM1 and my modem on COM3. I can use one or the other, but never both at the same time.

You've probably got both COM1 and COM3 using the same "interrupt level." An interrupt is a signal that a peripheral device sends to the machine to get some service (like the bell at a hotel check-in counter). In a PC, a peripheral with a lower interrupt level is usually deemed more important than something with a higher interrupt level. Most peripherals cannot use the same interrupt level as another peripheral device.

Change the interrupt level of either COM1 or COM3 in the Computer section of Preferences desk tool to an unused interrupt level. Consult the manuals for your add-in cards and your computer for information on how to set the interrupts.

■ The Complete Communicator: A New Fax Support Application (Computers with Fax Boards Only)

If you have a fax board in your computer and the Complete Communicator application, you can send faxes directly from *any* PC/GEOS application that can print. Instead of selecting Print, select Fax, and send your document to another fax machine or another fax board. The Complete Communicator also gives you control over your fax board and voice mail settings. Read on to find out more.

Sending Faxes

It's easy to fax your documents directly from GeoWrite, GeoDraw, the Notepad, and even GeoPlanner.

To send a fax from an application (GeoDraw for example)...

1. Choose Fax from the File menu:

```
 File
 .—📌
    New
    Open...
    Close
    Save
    Save As...
    Revert...
    Insert From Text File...
    Save as Text File...
    Print...
    Fax...          ↖
    Page Setup...
    Exit            F3
```
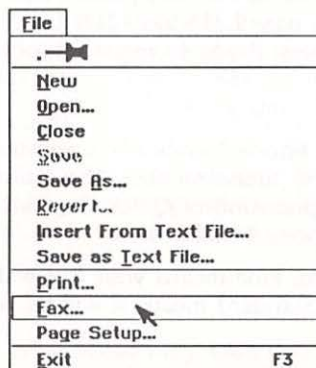
This dialog box appears:

```
┌────────────────────────────────────────────────────────────────────┐
│  Phone Number: [                    ]    [Use GeoDex]                │
│                                                                      │
│  FAX Quality:  ○ Fine  ● Standard        Cover Sheet: ● Yes  ○ No    │
│  ┌─────────────────────────── Cover Sheet Info ───────────────────┐  │
│  │ Date: [02/19/91]              # Pages (with cover): 2          │  │
│  │ To: [                                                       ]  │  │
│  │ From: [                                                     ]  │  │
│  │ CC: [                                                       ]  │  │
│  │ Subject: [                                                  ]  │  │
│  │ Message:                                                      │  │
│  │ ┌──────────────────────────────────────────────────────┐ ▲   │  │
│  │ │                                                        │     │  │
│  │ │                                                        │ ▼   │  │
│  │ └──────────────────────────────────────────────────────┘      │  │
│  └───────────────────────────────────────────────────────────────┘  │
│              [ OK ]                        [Cancel]                   │
└────────────────────────────────────────────────────────────────────┘
```

2. Type the phone number in the Phone Number box. Add commas (,) for pauses, or semi-colons (;) for long pauses. For example, if you dial 9 to get an outside line, type 9,213-555-1212. Use @1 and @2 in place of your calling card numbers, if you have set these in the Complete Communicator application. (See "Configuring The Complete Communicator," later in this section.)
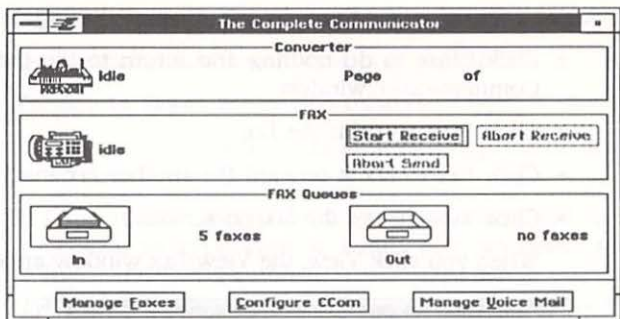
3. Or, type a name in the Phone Number box and then click Use GeoDex to have GeoDex find the phone number. Use Quick Copy (see the User's Guide for an explanation of Quick Copy) to copy the number from GeoDex to the Phone Number box.

4. Choose Fine or Standard. Fine means your Fax will be sent with 196 vertical lines per inch; Standard means it will be sent with 98 vertical lines per inch.

5. If you want a fax cover sheet, turn on the Fax Cover Sheet option. The date is automatically filled in. You can type up to 20 lines of text in the message box.

Checking Incoming and Outgoing Faxes and Managing Your Voice Mail

The Complete Communicator application (found in the World Directory) allows you to monitor incoming and outgoing faxes, manage faxes in your inbox, and manipulate your voice mailbox. Start the Complete Communicator by double-clicking the Complete Communicator icon in the GeoManager window.

Complete Commu...

The Complete Communicator window appears:

```
┌──────────────────────────────────────────────────────────────┐
│ — ≋            The Complete Communicator                 ■  │
│ ┌──Converter──────────────────────────────────────────────┐ │
│ │ [icon] Idle          Page        of                     │ │
│ └──────────────────────────────────────────────────────────┘ │
│ ┌──FAX────────────────────────────────────────────────────┐ │
│ │ [icon] Idle      [Start Receive] [Abort Receive]        │ │
│ │                  [Abort Send]                            │ │
│ └──────────────────────────────────────────────────────────┘ │
│ ┌──FAX Queues─────────────────────────────────────────────┐ │
│ │  [tray]      5 faxes      [tray]         no faxes        │ │
│ │   In                       Out                           │ │
│ └──────────────────────────────────────────────────────────┘ │
│  [Manage Faxes]   [Configure CCom]   [Manage Voice Mail]     │
└──────────────────────────────────────────────────────────────┘
```
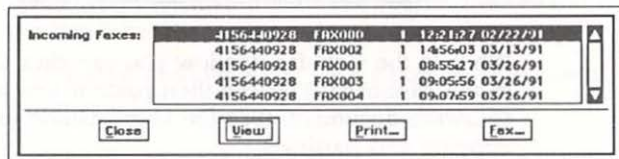
Viewing Incoming Faxes

Follow these steps to look at, print, or forward (fax onward to another machine) your incoming faxes.

To view an incoming fax...

1. Double-click the Complete Communicator icon in the GeoManager window. The Complete Communicator window appears.

2. Click the In button.

   A list of incoming faxes appears:

```
┌──────────────────────────────────────────────────────────────┐
│ Incoming Faxes:   4156440928  FAX000  1  12:21:27 02/22/91 ▲ │
│                   4156440928  FAX002  1  14:56:03 03/13/91   │
│                   4156440928  FAX001  1  08:55:27 03/26/91   │
│                   4156440928  FAX003  1  09:05:56 03/26/91   │
│                   4156440928  FAX004  1  09:07:59 03/26/91 ▼ │
│     [Close]        [View]         [Print...]      [Fax...]    │
└──────────────────────────────────────────────────────────────┘
```

3. Select a fax. You can then do one of several things to it:

- Click Close to do nothing and return to the the Complete Communicator window.

- Click Print to print the fax.

- Click Fax to fax it onward (to another fax machine or board).

- Click View to see the fax on screen:

  When you click View, the View Fax window appears:
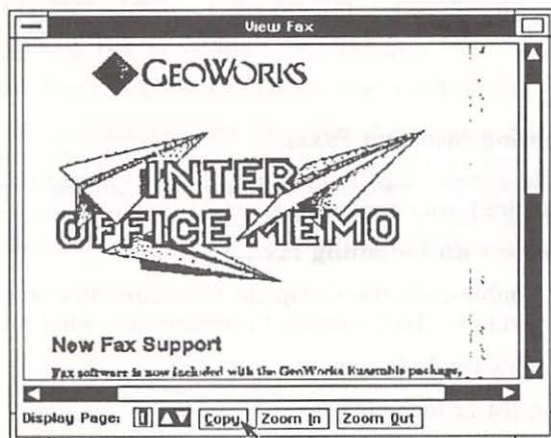
While in the view fax window you can click Copy to copy the fax to the clipboard. You can then paste it into a GeoDraw or Geowrite document. (See the User's Guide for more about copying and pasting.)

Deleting Faxes From Your Inbox

Occasionally, you'll want to empty your inbox.

To delete faxes from the Inbox...

1. Start the Complete Communicator application from the GeoManager window.

2. Click Manage Faxes. PC/GEOS shuts down, and runs The Complete Fax (CFAX), an application in which you can delete specific files from your inbox. PC/GEOS automatically restarts when you exit. See the Complete Fax documentation for more information about the application's features.

Cancelling Incoming or Outgoing Faxes

If your fax board answers a call from a person (instead of another fax machine), you may want to stop your fax machine from responding with its deafening beeps and squeals—you'll empathize if you've ever called a fax machine. You can do this by cancelling the incoming fax. Likewise, if *your* machine calls a number and reaches a person at the other end, you should cancel the *outgoing* fax.

To cancel incoming or outgoing faxes...

1. Start the Complete Communicator application.

2. Click Abort Receive if your fax board answers and you hear a person on the other end.

   Or, if your sending a fax, click Abort Send to cancel it.

Receiving Faxes

If you pick up your phone to hear the squealing sound of a fax machine, you need tell the Complete Communicator to receive the fax.

To receive a fax...

1. Start the Complete Communicator application.

2. Click Start Receive.

Managing Your Voice Mail

With the Complete Communicator, you can also manipulate your voice mailbox.

To manage your voice mail...

1. Start the Complete Communicator application by double-clicking its icon in the GeoManager window.

2. Click Manage Voice Mail. PC/GEOS shuts down, and runs the Complete Answering Machine, an application in which you can manipulate your voice mail. For more information on the software's many features, see the application's documentation. PC/GEOS automatically restarts when you exit.

Configuring The Complete Communicator

1. Start the Complete Communicator application.

2. Click Configure CCOM. PC/GEOS shuts down and starts a subprogram of the Complete Communicator that allows you to change your fax board settings. See your documentation for the Complete Communicator for more information about changing your configurations. PC/GEOS automatically restarts when you exit.

■ GeoManager

Why doesn't anything happen when I click "Stop" to stop a file operation?

The Stop button stops the file operation *after* it finishes with the current file. In the case of an operation with only one file, clicking Stop seems to do nothing since the system stops after the current (and only) file.

When I click a drive button, GeoManager doesn't return to the last directory I was in for that drive. Why?

GeoManager always shows a drive's root directory when you click on a drive button. Use this as a quick way to get to a drive's root directory.

I switched disks in one of my floppy drives, but when I click the drive icon, GeoManager keeps showing me the old disk. Why doesn't GeoManager read the new disk?

It is likely that you are running a disk-caching TSR program. The program doesn't automatically clear out the old disk data when a new disk is inserted, nor does it respond to GeoWorks Ensemble's signals to do so. You must either disable the entire disk-caching program or tell it not to cache the floppy disks. (Cache programs almost always allow you to disable the caching of floppy disks for exactly these sorts of compatibility reasons.)

Why doesn't my RAM disk show up as a drive on the GeoManager screen or on the File Open dialog box in applications?

Some RAM disk drivers do not create a standard boot sector. GeoWorks Ensemble relies on information in the boot sector to recognize the drive. Your RAM disk will not be accessible from GeoManager or any GeoWorks Ensemble application.

When I click the RAM disk icon, it says "No or unformatted disk in drive." Why does it do this?

As with the previous question, the RAM disk probably doesn't have a standard boot sector, so GeoWorks Ensemble assumes that the disk isn't formatted.

■ GeoWrite

How can I get rid of the borders on some of my paragraphs?

Select the paragraphs from which you would like to remove the borders and choose Border from the Paragraph menu. When the submenu appears, select None.

When I make changes to the borders on a particular paragraph, the borders on the paragraphs above and below change also. How can I correct this?

You are working with paragraphs that have custom borders and their Draw Inner Lines option is set to No. When you changed the border of a paragraph in the middle of this group, the paragraphs above and below "separated" themselves from the group and drew their bottom and top lines.

The easiest way to fix this is to select the paragraphs that you are having trouble with and choose Border from the Paragraph menu. When the submenu appears, select None. The borders clear. Now you can reset the borders for the paragraphs.

Can I change fonts or character size across all the pages of a document?

Unfortunately, you can't at this time. Not in one operation, anyway. You need to change the text one page at a time. Starting at the last page of the document, select all the text on the page and make the appropriate changes. Then move forward to the next page. Repeat the process until you reach the beginning of the document. Working from back to front prevents GeoWrite from pulling text forward onto a page you've already formatted.

You might find the Save Style and Restore Style commands (on the Edit menu) handy for this sort of operation. Be careful, though: Restore Style also applies the paragraph spacing and character formatting (bold, italic, and so on) that were in effect when you did the Save Style.

■ GeoDraw

How can I change tab settings and indents in a text block in GeoDraw?

GeoDraw doesn't allow you to change tab settings or indents in a text block. However, you can get around this by cutting and pasting the text into GeoWrite, changing the tabs and indents, and then cutting and pasting the text back into GeoDraw. When you cut or copy the text from GeoDraw, make sure to use the text tool—not the arrow pointer tool—to select the text (see the next question).

I copied a GeoDraw text block and pasted it into GeoWrite. Now I can't edit the text in GeoWrite. Why?

You probably copied the text by selecting the block of text in GeoDraw with the *arrow tool.* Any GeoDraw objects selected with the arrow tool and then pasted into GeoWrite are treated as a single picture by GeoWrite. You need to highlight the text with the *text tool* in GeoDraw, then copy the text from GeoDraw to GeoWrite.

How can I combine text from two separate blocks into one block?

Use the text tool to select the text in one block. Choose Copy (or Cut) from the Edit menu, click the text tool cursor in the other block, and choose Paste from the Edit menu.

Why does the corner handle move up and down when I change the width of a text block?

When you grab a corner handle with the pointer tool, the opposite corner remains anchored. As you move the handle horizontally, GeoDraw changes the height of the text block to accommodate all of the text.

I created a document that is exactly the size of two regular size printed pages, but when I print the document I get six pages instead of just two. Why?

Most printers will not print on the outer quarter inch of the paper— GeoDraw uses the extra pages to make up for that lost space.

■ GeoPlanner

How do I print just one day's schedule or the entire month's calendar?

Select the day you want to print in the Calendar window, and then choose Print from the File menu. Choose Event Window Only and Click Print. All the day's events will print.

If you would like to print the entire month, select Month from the Print dialog box.

How do I change the amount of time an alarm sounds before an event?

Go to the Options menu and choose Change Preferences. Change the Reminder Precedes Event Time By to the setting you like. All the event alarms that you set from *then on* will go off at the new setting. You can always change the Alarm time of a particular event by selecting the event and choosing Alarm Settings from the Edit menu.

I am in the process of completing a search and I have repeating events that go on forever. Will the search continue forever?

A search will continue forward in time until it is at the end of the year after the last "non-repeating" event on file. For example, if your last non-repeating event is on March 3, 1991, the search will continue through the end of 1992. When it reaches the end, GeoPlanner than asks you if you want to continue the search from the first event on file.

The Events window shows each half hour, even if there's no event scheduled in them. How do I get it to only show the times with scheduled events?

From the Options menu choose Change Preferences and turn off Template Mode.

■ GeoComm

How can I set my modem to autoanswer?

When in the GeoComm main window, type

ats0=1   (That's ATS*zero* not ATS*letter "0"*)

where the number (1) is the number of rings before the modem should pick up the line. You can put in whatever number you wish.

Type atz to clear this command.

There is a place to set my modem options in the Preferences desk tool as well as the one in GeoComm. Do the two have to be set the same way?

No, they don't. The dialog box in the Preferences desk tool sets the standard options for your modem. If you make changes using GeoComm's Protocol dialog box, these changes will take effect but will last only until you exit GeoComm. When you start GeoComm again, you will find the Preferences settings in effect.

Will the GeoComm Protocol settings or the Preferences Modem settings apply when I use other DOS communications software?

No. These settings have no effect outside GeoWorks Ensemble.

I have three or four serial (COM) ports, but GeoComm will only let me use COM1 and COM2. Why?

Start the Preferences desk tool and click Computer. COM3 and COM4 are probably turned off.

How can I tell if GeoComm is working with my modem?

Click in the white area of the GeoComm screen to make it active. Type

at

and press enter. The "at" should appear on your screen and your modem should respond "OK."

■ Fonts

If I type certain special characters in some fonts, a period (.) appears instead. What does this mean?

Some fonts don't have certain special characters (mathematical symbols, for instance). The period symbol will appear when a special character is not available in the current font.

Why do the bold and italic styles look odd in some fonts?

Four of the fonts in GeoWorks Ensemble do not have the bold or italic styles built in. These fonts are: Cooperstown, Superb, Sather Gothic, and Shattuck Avenue. When you apply the bold or italic styles to these fonts, PC/GEOS generates the style algorithmically.

Do you have fonts similar to Courier and Helvetica?

Courier and Helvetica are tradenames of two commonly used fonts for which GeoWorks Ensemble offers almost identical fonts (namely URW Mono and URW Sans).

Use this handy table to find other font equivalents:

PC/GEOS Font	Is Similar To
URW Roman	Times Roman
URW Sans	Helvetica®
URW Mono	Courier
Cranbrook	Century Schoolbook®
Cooperstown	Cooper Black
Sather Gothic	Franklin Gothic
Shattuck Avenue	Park Avenue
Superb	Broadway
URW SymbolPS	PostScript Symbol®

Why are there more files in the FONT directory than show up as available fonts in GeoDraw or GeoWrite?

Some font files have very specific uses and are not available to all GeoWorks Ensemble applications. For instance, the file LED.FNT is used

only in the Calculator, while BERKELEY.FNT is used only for menus and screen displays. Also, you'll only find BISON.FNT in GeoComm text. Those files with names like PR_XXCPI.FNT are used for setting the spacing in text mode printouts.

Can I use fonts from other companies with GeoWorks Ensemble?

Yes, but only those font packages labeled as PC/GEOS compatible. MicroLogic Software has several packages, including Display Faces and Classic Faces, that will work with the GeoWorks Ensemble applications. MicroLogic Software can be reached at (415) 652-5464.

You can also use the Nimbus Font Converter application—included in this version of GeoWorks Ensemble—to convert Nimbus (URW) fonts to PC/GEOS fonts.

Error Messages

Here are some of the error messages you might encounter when working with GeoWorks Ensemble. If you receive a garbled error message, look for a message closest to one listed here.

■ General

When I start GeoWorks Ensemble, a box comes up saying "GeoWorks Ensemble did not shut down normally ..." and gives me two choices: "Start PC/GEOS normally" and "Reset Professional Workspace." Which should I choose?

If you click "Start PC/GEOS Normally," PC/GEOS opens the applications that were open the last time PC/GEOS shut down normally. "Resetting the Professional Workspace" causes the Workspace to come up with *only* GeoManager running. First try "Start PC/GEOS Normally." If you have problems when you enter the Professional Workspace, try resetting the Professional Workspace. This does not affect any documents you had open when the system shut down.

To avoid this error message, make sure that you *exit GeoWorks Ensemble before you turn off or reboot your computer*. You can exit by choosing "Exit to DOS" from the Express menu in the Professional Workspace or by clicking the Exit button on the Welcome screen.

Why do I receive an error message like "Directory not found on drive E:?" Or I get an error in which it appears that PC/GEOS is searching the wrong drive for one of its files.

You probably have two or more drives with the same volume name. To check volume names, choose the Disk menu in GeoManager and then select Rename. Click each drive letter in turn to see its current volume name. If two or more of the names match, change them so that they do not match by typing in a new name. Changing the volume name will not affect data on the disk.

What do I do if I get a "File may be damaged" error message?

Occasionally, a data file or document will be damaged or corrupted so that a PC/GEOS application can't open it. If you get this message, you should delete the file so it doesn't cause any more problems.

If you get a "damaged file" message...

1. Delete the *damaged* file. If the damaged file is First Address Book or My Schedule (the default documents for GeoDex™ and GeoPlanner), find its icon in the Document directory and drag it to the trash can.

2. The file may lie on a damaged part of your hard disk. Clean up your hard disk with the CHKDSK/F command. Exit to DOS, and type

   CHKDSK/F

   at the DOS prompt.

To avoid damaged files, always wait a few seconds after PC/GEOS has completely exited before turning off your computer—your hard disk is often still active even after PC/GEOS has disappeared from your screen. Also, if you have a disk-caching program, disable any "delayed write" or similar features.

Also, a major cause of damaged files has been the DOS utility FASTOPEN.EXE. For a way to take care of FASTOPEN conflicts, see "FASTOPEN" in the "Known Conflicts" section.

■ System Errors

A system error is any error specific to the PC/GEOS operating environment. You know you've encountered a system error if the error message is preceded by the words "System Error."

"No video driver(s) loaded."

PC/GEOS can't find a video driver card on your system. PC/GEOS requires a Hercules, CGA, EGA, MCGA, VGA, or better video driver.

"Handle table is full."

PC/GEOS did not allocate enough internal memory to do what you're trying to do. This error may occur if you are trying to run an inordinate number of applications simultaneously. If you have a lot of memory in your machine (more than 2 MB, for instance), you can go into the PC/GEOS section of Preferences to increase the number of handles. The default number of handles is 1500.

"Arithmetic overflow."
"Divide by zero."
"Array index out of bounds."
"Non-existent routine called."
"Breakpoint hit."
"Bad handle passed to system."
"Single-step complete."

Try reproducing the steps involved that caused the error, then please write Customer Service with the information—we'll use this information to update and improve GeoWorks Ensemble.

"No font files found in FONT directory."
"FONT directory doesn't exist."
"Cannot locate default font."

PC/GEOS couldn't find a font it needed in the directory called FONT. Reinstalling the software from your floppy disks should eliminate the error message (use the Setup program to do this).

"Cannot load kernel library."

The kernel library is out of date or missing. Reinstalling the software from your floppy disks should eliminate the error message (use the Setup program to do this).

"The GEOS.INI file has been corrupted and cannot be used."
"Unable to read system configuration file."
"Cannot open system configuration file."
"System configuration file corrupted."

PC/GEOS could not load or could not find the GEOS.INI configuration file. You will need to restore the configuration file by typing

```
copy system\ini.bak geos.ini
```

at the DOS prompt while you're in the directory where PC/GEOS is stored on your hard disk (probably in the GEOWORKS directory).

"Cannot load proper file-system driver."

The file-system driver has been damaged somehow. Reinstalling the software from your floppy disks should eliminate the error message (use the Setup program to do this).

"Cannot load keyboard driver."

The keyboard driver file is missing from the directory. Reinstalling the software should eliminate the error message.

"Coprocessor error/Memory parity error."
"Illegal instruction executed."

These errors usually indicate a parity error either in the motherboard RAM or on an extra memory card (EMS or extended). Run your board and system diagnostics, if possible. If memory diagnostics show that nothing is wrong, it is probably a compatibility problem. The PC/GEOS /nomem parameter can often be used in this situation. Try reproducing the steps involved that caused the error, then please write Customer Service with the information—we'll use this information to update and improve GeoWorks Ensemble.

"SHARE.EXE table overflow"

This message means that the DOS utility program SHARE.EXE is running and causing problems for GeoWorks Ensemble. To avoid this message, you need to expand SHARE.EXE's table size.

SHARE.EXE starts whenever you start your computer. DOS versions 4 and above may run SHARE.EXE automatically, but generally the instruction to run it is in either the CONFIG.SYS or AUTOEXEC.BAT file. One easy way to edit these files is by using the Notepad application. Be sure to close all other applications before starting Notepad—this prevents the error message from recurring. You may also use any word processor that can import and save text files.

The AUTOEXEC.BAT and CONFIG.SYS files are in the root directory of drive C. In CONFIG.SYS, look for a line like this:

```
INSTALL=C:\DOS\SHARE.EXE
```

In AUTOEXEC.BAT look for a line that simply contains the word SHARE. In either case, the line may not be capitalized or look exactly like it does here.

You need to add the parameter /f:4096 immediately after the word SHARE or SHARE.EXE. If the command appears in CONFIG.SYS, it should now look like this:

```
INSTALL=C:\DOS\SHARE.EXE/f:4096
```

If it appears in AUTOEXEC.BAT, it should look something like:

```
SHARE.EXE/f:4096
```

Note the direction of the slash marks in each case. If the command already has a /f: parameter, increase the number in it to 4096. If it is

already 4096, increase it in increments of 2048 until the problem stops happening.

If you do not find such a line in either file, SHARE.EXE must be starting automatically, with a table size that is too small. Add the line

```
INSTALL=[path]\SHARE.EXE/f:4096
```

to your CONFIG.SYS file, where [path] is the directory where SHARE.EXE is located.

Known Conflicts

Some hardware and software products need special treatment to work with GeoWorks Ensemble. Look through this section to see if you are using any such products.

■ Hardware

Bernoulli Boxes

RCD.SYS, the driver program for Bernoulli removable hard drives, may cause GeoWorks Ensemble to give you a message like "Insert disk [disk name] into drive ..." on the screen whenever GeoWorks Ensemble tries to access the Bernoulli drive.

For DOS versions before 4.0, there's a fairly simple solution to this problem, but you do need to edit your CONFIG.SYS file. Using the Notepad application, add "/w" to the line in CONFIG.SYS which installs RCD.SYS. When you're finished, the line should look something like this:

```
device = rcd.sys /w
```

Do not use the /w flag with DOS versions 4.0 or higher without consulting your documentation or Iomega (makers of the Bernoulli drive).

CrystalPrint Publisher

The CrystalPrint Publisher printer uses a PostScript language *clone*, not real Adobe PostScript, for its printing language. Although theoretically, there should be no differences in how real PostScript works and how a PostScript clone works, a clone is not the original—and not everything works the way you'd expect.

Luckily, the GeoWorks Ensemble PostScript driver is set up so that you can use *patch files* to, literally, patch up any problems you may have printing in PostScript. If you're using the CrystalPrint Publisher, you need to add one of these patch files to your SYSTEM directory. Using the Notepad, create a file named "devpatch.ps" and put this bit of text in it:

```
GWDict begin

/CFN (dup 64 string cvs length dup 1 add string /ts xdef string
cvs 1 exch ts 3 1 roll putinterval ts 0 (_) putinterval ts cvn}
bdef

end
```

Remember to save the file as "devpatch.ps" in your SYSTEM directory, so the PostScript printer driver can find it.

■ Software

Other DOS Applications

When you start a DOS program from within GeoWorks Ensemble, the system saves itself to disk, freeing up all but about 2K of memory. GeoWorks Ensemble won't interfere with the performance or characteristics of DOS applications in any way.

Screen Blankers

GeoWorks Ensemble is not compatible with most screen blankers—once they blank the screen, you'll probably have to restart your computer before you can use it again. Disable all screen blanking software before you run GeoWorks Ensemble (we've built in a screen blanker; check the Video options in the Preferences desk tool).

Disk Cache Software

We recommend you don't use disk cache software with GeoWorks Ensemble. GeoWorks Ensemble, because it's a multitasking system, has to do a lot of disk accessing to keep so many files open at once. Under these demanding conditions, disk cache programs can sometimes become overworked—writing invalid data to disk, or reading data incorrectly— sometimes resulting in system errors or damaged files.

Many of our users do have disk caches running without any problems. However, considering the number of reports of disk cache conflicts we've

received, we suggest that you disable any you may be using if you *do* experience problems.

If you are using a disk cache program, you should turn off features such as "delayed writes" and "background writes."

If you have memory beyond 640K and have a disk cache program running, here's a way you can avoid system errors:

1. In the Professional Workspace, start Preferences.

2. Click Computer. The Computer dialog box appears.

3. Select "None" for Extra Memory Type.

Disk Compression Programs

GeoWorks Ensemble should run with disk compression programs, such as Stacker or DoubleDisk, on most computer systems. However, like disk caches, disk compression programs place heavy demands on your system—demands that may lead to system errors or even damaged files.

If you encounter problems using GeoWorks Ensemble on a system with a disk compression program, try installing it on a non-compressed disk. If that doesn't work, try using GeoWorks Ensemble without the disk-compression software loaded.

FASTOPEN.EXE

We've received several reports of problems with the FASTOPEN.EXE utility in MS-DOS 4.xx (4.0, 4.01, 4.1, etc.). Although this problem doesn't prevent GeoWorks Ensemble from running, it may cause damage to files you're working with.

To avoid any problems, keep FASTOPEN.EXE from loading by removing the line from your CONFIG.SYS file that begins with:

```
install = c:\dos\fastopen.exe
```

You will need to use a line editor (like EDLIN) or a word processor to change the file. Do not use the Notepad—you may corrupt your CONFIG.SYS file if the FASTOPEN.EXE utility is still running.

After you make the change, restart your computer before starting GeoWorks Ensemble.